



Privacy Policy

Blue Light Victoria Inc (ABN 57722960386) (**BLV, we, us and our**) recognises the importance of protecting privacy and the rights of individuals in relation to their personal information.

This privacy policy explains how we collect and manage personal information and how to contact us if you have any queries about our management of your personal information. Please note that the local branches of Blue Light (**Blue Light Branches**) are separate incorporated associations and this privacy policy does not apply to them.

This privacy policy covers all of our activities and programs, including the conduct of nationally coordinated criminal history checks on behalf of applicants for employment and volunteer positions with us or a Blue Light Branch. It is a requirement of BLV that all employees and volunteers are screened for suitability including through a criminal history check. To facilitate this requirement, we have entered into an agreement with the Australian Criminal Intelligence Commission which authorises us to conduct nationally coordinated criminal history checks through the Australian Criminal Intelligence Commission's National Police Checking Service if an informed consent has been provided by the applicant.

What is personal information?

"Personal information" is information or an opinion, in any form and whether true or not, about an identified individual or an individual who is reasonably identifiable. Examples include an individual's name, address, email address and date of birth.

"Sensitive information" is a special category of personal information. Sensitive information includes health information and information about an individual's race or ethnic origin, religious or philosophical beliefs or criminal record.

The kinds of personal information we collect and hold

The kinds of personal information we collect and hold about you depends on the nature of your dealings with us and the circumstances of collection. This includes whether we collect the information from you as a participant in one of our programs, a staff member or volunteer, a Blue Light Branch committee member or volunteer, an applicant for a criminal history check, a donor or sponsor, a supplier, a job applicant or in some other capacity.

For example:

- if you are a participant in one of our programs or events, we may collect your name, date of birth, address, telephone number, email address, relevant medical information and any other information you choose to provide to us;
- if you are an applicant for a criminal history check, we collect your personal details including identity documents required to carry out a nationally coordinated criminal history check, as well as the results of the nationally coordinated criminal history check;
- if you are a Blue Light Branch committee member or volunteer, we collect your name, email address and phone number;
- if you deal with us in some other capacity, we may collect your name and contact details and any other information you choose to provide to us; and

- we may collect information about how you access, use and interact with our website, using tools such as Google Analytics. This information may include technical data such as your IP address, the date and time of your visit, the pages you viewed, the page you came from to get to our site, any documents you downloaded and the type of browser and operating system you used.

We will only collect sensitive information about you with your consent (unless we are otherwise required or authorised by or under law to do so). Other than criminal history information collected as part of a nationally coordinated criminal history check and medical information for a participant in one of our programs or events, we do not generally collect sensitive information.

If you provide us with personal information about another person, please make sure that you tell them about this privacy policy.

How we collect personal information

We collect personal information in a variety of ways, including:

- when you communicate with us in writing, electronically or by telephone.
- when you communicate with us through our website;
- when you register for or participate in one of our programs or events; and
- when you complete an application form for us to carry out a criminal history check.

We may also collect your information from a third party, such as a Blue Light Branch.

The purposes for which we collect, hold, use and disclose personal information

We collect, hold, use and disclose personal information for a range of purposes, including:

- to respond to requests or enquiries about our activities or programs;
- to administer our programs and events;
- to process payments made to us;
- to conduct, with your informed consent obtained at such time, a nationally coordinated criminal history check on your behalf through the National Police Checking Service;
- for our administrative purposes and internal record keeping, and to provide administrative support to the Blue Light Branches;
- to perform research and analysis including data analytics and statistical activities, and to plan, improve or develop our activities and programs;
- to manage our relationships with our volunteers, Blue Light Branches, suppliers and donors, and prospective donors;
- to comply with our legal obligations and assist government and law enforcement agencies or regulators; and
- to consider applicants for current and future employment or volunteering positions.

We may use and disclose your information for other purposes required or authorised by or under law (including purposes for which you have provided your consent).

If we are unable to collect personal information from or about you, we may not be able to respond to your requests or enquiries or engage in other dealings with you.

Receiving communications from us

We may use your personal information so we can contact you with information about our activities and events that may be of interest to you.

We may contact you by email, telephone, SMS or mail. You can let us know at any time if you no longer wish to receive these communications, by contacting us (using the contact details at the end of this policy) or using the opt-out/unsubscribe facility in our communications.

Disclosure of personal information to third parties

In performing our activities, we may disclose your personal information to third parties for the purposes outlined above. These third parties include, where appropriate:

- if you complete an application form for us to carry out a criminal history check:
 - we will disclose your personal information through the National Police Checking Service to the Australian Criminal Intelligence Commission and police agencies for a nationally coordinated criminal history check to be conducted; and
 - we may disclose the results of the criminal history check to the entities approved as recipients of that information in your application form;
- financial institutions for payment processing;
- our contracted service providers, including:
 - providers who assist with our programs and events, such as personal trainers and caterers;
 - information technology service providers;
 - marketing, promotional and market research agencies; and
 - external business advisors (such as auditors and lawyers); and
- if you are a job applicant, referees whose details you have provided to us.

We may also disclose your personal information to other third parties and for other purposes where we are required or authorised by or under law to do so (including where you have provided your consent).

Disclosure of personal information to overseas recipients

Some of our service providers are located outside Australia and, as a result, personal information collected and held by us may be transferred to recipients in other countries. For example, our data hosting and other IT service providers are located in Australia, Hong Kong, India, Japan, Malaysia, Singapore and South Korea.

How we hold personal information, and quality and security of personal information

We are committed to protecting your personal information. We implement appropriate technical and organisational measures to help protect the security of your personal information; however, please note that no system is ever completely secure.

We store personal information we collect in various ways, including in electronic form using third party data storage providers. All information that is stored electronically is password protected on secure servers.

Our aim is to protect all personal information held by us from misuse, interference and loss, and from unauthorised access, modification or disclosure, including by maintaining:

- physical security by preventing unauthorised access to our premises;
- computer network security, including password security to prevent unauthorised access;
- communication security; and
- limiting access to authorised staff and contractors.

We take reasonable steps to ensure the personal information we collect, use and disclose is accurate, complete, up to date and relevant. You can help us by letting us know (using the contact details at the end of this policy) about any changes to your personal information, such as your address and phone number. We also take reasonable steps to destroy or de-identify personal information when we no longer require it.

Criminal history checks

We have in place an information security policy that describes how we protect the information that we hold, including information held in connection with the conduct of nationally coordinated criminal history checks. As part of our obligations as an accredited body with the Australian Criminal Intelligence Commission, we retain criminal history check application information and any identity documents presented by the applicant for a minimum period of twelve (12) months following receipt of the nationally coordinated criminal history check, and then dispose of those records within 3 months of that retention period (unless a longer retention period is required by law or approved by the Australian Criminal Intelligence Commission). We also dispose of each nationally coordinated criminal history check within 12 months following receipt of the nationally coordinated criminal history check (unless a longer retention period is required by law or approved by the Australian Criminal Intelligence Commission).

Access to and correction of your personal information

Please contact us (using the contact details at the end of this policy) if you would like to access or correct the personal information we hold about you. We will generally provide you with access to your personal information (subject to some exceptions), but may charge an access fee to cover the cost of retrieving the information and supplying it to you.

Resolving concerns

If you have any concerns or complaints about the manner in which we have handled your personal information, please contact our Privacy Officer using the contact information below and provide details of the incident so that we can investigate it.

We request that complaints are made in writing, so we can be sure about the details of the complaint. We will attempt to confirm as appropriate and necessary with you your understanding of the conduct relevant to the complaint and what you expect as an outcome. After we have completed our enquiries, we will respond to you, usually in writing, to advise the outcome and invite a response to our conclusions about the complaint. If we receive a response from you, we will assess it and advise if we have changed our view.

Changes to this privacy policy

We may amend this privacy policy from time to time at our discretion. Amended versions will be posted at <https://www.bluelight.org.au/privacy-policy/>.

Contact details and additional information

If you would like more information about our approach to privacy, or if you wish to contact us regarding the information set out in this privacy policy, please contact us:

- by phone: 0421 992 532
- by email: enquiries@bluelight.org.au
- by post: Blue Light Victoria - PO Box 2060, Spotswood, VIC 3015

Policy Administration

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2025	Feb 2025	Transpose to new branding and Biennial Review